

COVID-19: IBABC OFFICE OPERATIONS



March 18, 2020

Dear IBABC members and member employees,

With the Canadian and B.C. governments' announcements this week regarding the outbreak and spread of COVID-19, organizations are finding themselves making unprecedented decisions about business as usual. IBABC will continue to serve members during this time, but effective immediately, IBABC staff will begin working on a remote basis. Staff will continue to monitor emails and check voicemails. Additionally, we have streamlined many of our offerings so we can continue providing services while the office is closed. Please bear with us - there may be delays as we transition.

All seminars have transitioned to webinar formatting or have been cancelled. The [IBABC website for Continuing Education \(CE\) webinar listings](#) has been updated to reflect all changes.

In addition, we will soon provide an update regarding access to online exams for the Metro Vancouver area and these will be similar to existing guidelines for the remainder of the province. Please look for updates at IBABC.org as well as via email.

Given what we know today, we believe it's everyone's duty to slow the spread of this virus and minimize the impact on our hardworking healthcare professionals. On March 18, 2020, the Government of B.C. approved changes that were initiated by ICBC and the Insurance Council of B.C. These changes are designed to provide brokers with the flexibility to optimize safety for all and allow them to continue providing vital services to B.C. insurance consumers. Should you have additional suggestions, to improve safety and service to the public, that we can consider in tandem with our regulatory and insurer partners, please contact any of us at IBABC.

We will continue to monitor updates from the B.C. Centre for Disease Control and the Vancouver Coastal Health Authority. As the situation surrounding COVID-19 changes, we will continue to evolve our response to it. Amongst this uncertainty, we are focused on getting our staff, our members and the communities they serve through this so that all emerge fit to face the future together.

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